

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☐ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0233508	10. Budget Program Number 23242		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Assistant			
3. Division West Region		12. Proposed Class Title			
4. Section Prevention and Protection Services	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit CPS		14. Effective Date			
6. Location (address where employee works) City Emporia County Lyon		15. By	Approved		
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. % Regular	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Jessi Strecker	Child Protection Supervisor	K007471

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Jessi Strecker	Child Protection Supervisor	K007471

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Independent judgment is required in determining methods used within policies and procedures in accomplishing mandated or assigned tasks. Work may be structured involving several steps to complete. Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Assignments are given with enough detail for adequate completion of task.

- a) Employee is provided with specific assignments, but there is considerable latitude with regards to setting priorities and time management.
- b) The staff member receives agency training and applicable manual/handbooks are provided.
- c) Assignments are made by supervisor with case specific tasks established by the case plans.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
40%	E	<p><u>Program Support:</u></p> <p>Provides program support for multiple programs by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case plans and fulfill agency requirements. Provides direct family service services, makes telephone collateral contacts to obtain timely program related information, and completes various case management activities and maintains integrity of customer information to ensure that agency goals are met. High priority direct service includes transportation and supervision of customers. Attends case planning and initial family meetings as requested by supervision. Accompanies social work staff for investigative interviews in special circumstances.</p> <p>Assists social work staff by accessing mainframe systems. Completes initial KIDS screens to set up case, as requested. Gathers and disseminates information for staff. Sets appointments and sends out appointment letters for staff. Gathers necessary program information to be forwarded to SRS providers.</p> <p>Maintains data bases and spreadsheets as directed by professional staff for service or program evaluation. Gathers systems reports as requested.</p> <p>Enters data on program computer systems at the direction of staff. This includes, but is not limited to Citrix and FACTS. All data entry will be compliant for timeliness and accuracy per agency policy guidelines.</p>
20%	E	

10%	E	<p><u>Customer Service:</u> Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers connect to language line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need.</p> <p>Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed telephone messages in order to ensure effective and timely communication. Partners with CSI staff to meet customer needs. These tasks require that the employee maintain an excellent knowledge of program processes and community resources and assist customers even if it means working beyond regularly scheduled work hours.</p> <p>Assist the agency in ensuring the safety and well-being of children, families and adults by taking walk-in customer report of abuse/neglect claim for CFS and APS programs. Takes and clearly documents the completed account and forwards to appropriate staff in a timely manner in order to provide information needed to screen intakes. This process may include accessing and searching data systems as well as making collateral contacts. Assigns screened investigations with the direction of supervision as a temporary designee.</p>
20%		<p><u>Payments:</u> Assists with payments to include completion of the Client Service Agreement and related forms. Contacts providers and/or consumers in a timely manner to obtain information and signatures. Ensures that payments are routed to appropriate staff for processing.</p> <p><u>Administrative Support:</u> Provides administrative and clerical support to the agency in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases, organizes and maintains case files, and maintains case file rooms. Collects, prepares, and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. May assist staff by composing letters and completing forms. Receives, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division are opened, date stamped, and distributed. Receives and prepares outgoing mail to meet mail schedule and may apply postage using an electronic postage meter. Makes appropriate written notification to collateral agencies to include KDHE, facilities, providers and QE coordinators.</p>
10%		<p>Serves as a back-up to office reception staff and other HSA staff.</p> <p><u>Teamwork and Communication:</u> Serves as a supportive member of the Service Delivery team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on study groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and assists others in overcoming their resistiveness to such change.</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?
- () Minimal property damage, minor injury, minor disruption of the flow of work.
 - (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
 - () Major program failure, major property loss, or serious injury or incapacitation.
 - () Loss of life, disruption of operations of a major agency.
- Please give examples.

Failure to complete work as assigned could greatly disrupt work flow for other staff within the unit and also adversely affect the overall welfare and well being of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs even though the discussion may be sensitive in nature and the customer uncooperative or skeptical.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Work environment is that of atmosphere of a business office. Heating, cooling, lighting and ventilation are generally good. Incumbent may spend several hours per day using personal computer and other office machinery which may cause eye or muscle strain. Employee is generally free to get up from work station. Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load. Employee may also be required to lift boxes of items or other materials that weigh up to 50 lbs on an intermittent basis.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:
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Computer, calculator, typewriter, telephone system, copy machine, fax are used on a daily basis. On occasion, individual may have to operate a state car or a TDD.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date